

SECTION J – ATTACHMENTS

EXHIBIT A – STATEMENT OF WORK

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STATEMENT OF WORK FOR CUSTODIAL SUPPORT SERVICES

DESCRIPTION OF SERVICES

1. **Purpose** – This Statement of Work (SOW) defines the requirements for facility cleaning and custodial support services for facilities located at NASA Langley Research Center and NASA buildings located on the adjacent Langley Air Force Base, Hampton, Virginia.
2. **General Scope** – The Contractor shall furnish all supervision, qualified personnel, administrative services, equipment, materials, supplies, and transportation necessary to provide the custodial support defined in this SOW and for facilities specified in Appendix B.

The Contractor shall perform Basic Custodial Services as defined in Chapter 4 of this SOW. In addition, NASA LaRC has embarked on its New Town Project that will include the construction of six (6) new buildings, renovation of existing buildings, and demolition of obsolete buildings. The Basic Custodial Services (CLIN 0001) shall include the LaRC New Town Phase 1 “Green” building as described in Appendix C of this SOW, beginning on a projected occupation date of May 14, 2011. Throughout the life of this contract the Government may increase or decrease the level of services in accordance with the Changes clause of the contract for additional new facilities, renovated facilities, and facilities that are demolished. The current delivery and cleaning level schedule for the New Town Phase I “Green” Building is provided in Appendix C.

The scope of work under this contract is divided into two categories: Basic Custodial Services and Indefinite Delivery Indefinite Quantity (IDIQ) Services through the issuance of Task Orders (TOs). All requirements associated with Basic Custodial Services will be included under Contract Line Item Number 1 (CLIN X001). Contract Line Item Number 2 (CLIN X002) will be established for IDIQ TOs and shall be issued by written notice of the Contracting Officer (CO). The Contractor shall perform all work in accordance with all Federal, Agency, and LaRC specific policies, procedures, and regulations, including NASA Procedural Requirements (NPRs) as specified in the contract documents. The general categories of work to be performed are outlined below.

3. **Custodial Services Phase-In Plan** – The Contractor shall develop, update, and implement a Government approved Custodial Services Phase-In Plan. The plan shall describe the Contractor’s management approach to fully and optimally transition the custodial functional operations, employee workforce, schedule of critical transition activities, and date requirements described in this contract from the incumbent Contractor prior to the performance start date.
4. **Basic Custodial Services (CLIN 1)** – The Contractor shall perform Basic Custodial Services defined in this Section and in accordance with Appendix A, “Cleaning Levels and Frequency” and Appendix B, “Building Estimated Square Footage and Cleaning Level”. Basic Custodial Services applies to all designated spaces including, but not limited to, restrooms, locker rooms, offices, halls, shops, laboratories, warehouses, stairways, elevators, clean rooms, entrance ways, lobbies, and other unique research facilities. Services shall also include the set up, rearrangement and/or removal of furniture for workshops and special events, as well as emergency response for water clean-up. Basic Custodial Services does not include basements, mechanical/equipment rooms, communications closets, storage rooms/closets as well as other rooms designated in Appendix B.

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- 4.1. **Maintain Floors** - The Contractor shall utilize the most efficient method consistent with the requirement to reduce the introduction of dust into the air for all floor types.

4.1.1. **Non-Carpeted Floors.** The Contractor shall maintain floors to be free of grit, soil, dust, scuff and heel marks, stains, spills, debris, litter and other foreign matter by effective routine cleaning. The Contractor shall clean the surfaces by the most appropriate method (e.g. vacuum, sweep, dust mop, damp mop, spot clean) and with the most appropriate cleaning solution(s) if applicable, for the specific floor type. The Contractor shall clean, scrub, seal, polish, strip and re-wax as required for the appropriate surface to maintain, protect and ease normal routine floor cleanings. All floor surfaces, to include grout, shall have a uniform, clean appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film, or standing water. The Contractor shall also clean baseboards, corners, and wall/floor edges. The Contractor shall move all non-fixed/moveable items to maintain floors underneath these items. The Contractor shall return all moved items to the original and proper position after service is complete.

4.1.2. **Carpeted Floors.** The Contractor shall maintain carpets to be free of spots, stains, soil, dirt, debris, litter and other foreign matter by routine vacuuming. The Contractor shall use vacuum cleaners that have high airflow, high efficiency filtration, and an adjustable rotating brush agitation for effective soil removal. The Contractor shall clean all spots and spills immediately upon noticing or being notified, but no later than 24 hours. The Contractor shall adhere to the manufacturer's approved methods and warranty procedures to remove spots/stains, and other commercially accepted practices for spot/stain removal. The Contractor shall also provide this service to area and throw rugs. The Contractor shall move all non-fixed/moveable items to maintain floors underneath these items. The Contractor shall return all moved items to the original and proper position after service is complete. The Contractor shall notify the Facility Coordinator within 24 hours of the identification of all tears, burns, and unraveling.

4.1.3. **Carpet and Rug Shampooing and/or Disinfecting and Spot removal.** The Contractor shall clean all carpets/rugs/floor mats in accordance with standard commercial practices. All carpeted areas shall be cleaned at the levels defined in Appendix A and to maintain a uniform appearance free from stains or discoloration. The Contractor shall use a heavy duty spot remover as needed on heavily soiled areas. After shampooing, the carpeted area shall be uniform in appearance and free of stains and discoloration. The Contractor shall remove all cleaning solution residue and film from baseboards, furniture, trash receptacles, chairs, and other similar items. The Contractor shall move all non-fixed/moveable items to maintain floors underneath these items. The Contractor shall return all moved items the original and proper position after service is complete.

- 4.2. **Stairways, Elevators and Handicapped Lifts** – The Contractor shall clean all floor surfaces in accordance with paragraph 4.1 as appropriate based on the floor type. The Contractor shall ensure stair guards, handrails, wall caps and baseboards are free from grease and grime. The Contractor shall remove all marks, dirt, smudges, scuffs and other foreign matter from adjoining walls so as to maintain a clean, uniform appearance.

- 4.3. **Floor (Walk-Off) Mats** – The Contractor shall vacuum and/or clean interior and exterior floor mats. Mats shall be free of all visible lint, litter, debris, soil and other foreign matter. The Contractor shall remove all soil and moisture underneath mats and return mats to their normal location.

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- 4.4. **Trash/Waste Collection and Removal** – The Contractor shall empty all trash/waste receptacles and return to the initial location. All trash/waste receptacles shall be fitted with a disposable plastic liner. The Contractor shall provide and replace any obviously soiled, worn or torn plastic trash receptacle liners. The Contractor shall place all trash collected in an appropriate outside dumpster or take to a designated trash collection point (See Appendix D). The Contractor shall pick up any waste that falls on the floor and outside grounds during the waste removal process. Trash receptacles shall be left clean, free of foreign matter, and free of odors.
- 4.5. **Drinking Fountains** – The Contractor shall clean all facility drinking fountains and ensure that all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountains are clean and disinfected. The Contractor shall ensure all facility drinking fountains are maintained free of streaks, stains, spots, smudges, scale and other obvious soil.
- 4.6. **Other Sinks, Including Shop Sinks** – The Contractor shall clean all surfaces of sinks. Sinks shall be free of spots, water spots, scale buildup, soap scum, and any other deposits upon completion of service.
- 4.7. **Kitchen Areas** – The Contractor shall clean and disinfect countertops, exterior surfaces of refrigerators, sinks and fixtures. Surfaces shall be free from soil, streaks, water, scale deposits, and other removable matter.
- 4.8. **Glass Cleaning** – The Contractor shall perform glass cleaning on all accessible interior and exterior glass doors and interior glass walls in common areas so as to be free of film, residue, dirt, smudges, fingerprints, streaks, watermarks, and other foreign matter.
- 4.9. **Dusting** – The Contractor shall dust all accessible surfaces to ensure that surfaces shall be free of all dust, lint, litter, and other foreign matter.
- 4.10. **Spot Cleaning/Mopping** – The Contractor shall perform spot cleaning and spot mopping in common areas. This shall include, but is not limited to, removal of smudges, fingerprints, marks, streaks, dirt buildup, and stains from washable surfaces of walls, partitions, handrails, doors, and floors. All surfaces shall have a clean, uniform appearance, free of streaks, spots, and any other evidence of soil once service has been completed. The Contractor shall clean and polish metal surfaces of doors including but not limited to kick plates, handles and knobs.
- 4.11. **Cigarette Ash/Butt Receptacles** – The Contractor shall empty cigarette ash/butt receptacles and ensure that they are free of ashes and other refuse.
- 4.12. **Restrooms/Locker Rooms** –
- 4.12.1. **Clean, Sanitize, and Disinfect** – The Contractor shall clean, sanitize, and disinfect all surfaces of sinks, toilets, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, partitions, seats/chairs/benches, doors, walls, stalls, stall doors, and entry doors (including but not limited to handles, kick plates, ventilation grates, and metal guards), with germicidal detergent. The Contractor shall ensure restrooms have a clean scent or no odor at all. All showers, toilets, and urinals shall be free of spots, water spots, scale buildup, soap scum, odors, and any other deposits upon completion of service. The contractor shall pay particular attention to locker room surfaces where persons normally sit, and the surfaces commonly touched, such as handles. Mirrors shall be

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clean and free of streaks and other matter. The Contractor shall ensure partitions and vents are smudge, stain and dust free. Restroom sinks, countertops, and fixtures shall be free from water and scale deposits, soil, streaks, and other removable matter. The Contractor shall ensure walls and grout are free of all film, spots, and detergent buildup.

4.12.2. **Restroom and Locker Room Floors** – The Contractor shall clean, sanitize, disinfect, and maintain all floor surfaces by effective routine cleaning. Carpeted floors shall be shampooed with appropriate disinfectant. Non-fixed/movable items shall be moved to sweep, mop, and shampoo underneath. The Contractor shall return all moved items to their original and proper position after service is complete.

4.12.3. **Shower Cleaning** – The Contractor shall clean, sanitize, disinfect, and maintain showers to include, but not limited to, removal of soap film, dirty buildup, and stains from washable surfaces of the shower walls, fixtures and floors, and drains. The Contractor shall use the appropriate cleaning solution(s) and approach to remove bacteria, mold, mildew, or fungi (e.g. antimicrobial that inhibits mold, bacterial, and odor build-up on locker surfaces). The Contractor shall ensure surfaces have a clean, uniform appearance, free of streaks, spots, mildew, mold, and any other evidence of soil once service has been completed

4.12.4. **Restroom Trash Removal** – The Contractor shall empty trash receptacles in restrooms and locker rooms dispose of trash and return containers to their original locations. The Contractor shall replace any obviously soiled, worn or torn plastic trash can liners. All trash receptacles shall be clean and free of debris and odors.

4.12.5. **Feminine Hygiene Disposal** – The Contractor shall remove, discard, and replace all used trash bags lining feminine hygiene product disposal receptacles. The Contractor shall not reuse the bags.

4.12.6. **Stock Restroom Supplies** – The Contractor shall supply and stock restrooms with sufficient supplies, including toilet tissue, paper towels, sanitary napkins, disposable toilet seat covers and hand soap to ensure that supplies will last until next scheduled service. The Contractor shall store supplies in designated areas. If supplies run out prior to the next service date, the Contractor shall refill within two hours of notification by the COTR or Facility Coordinator.

4.13. **Custodial Service for Clean-Up of Water Spills** – The Contractor shall provide clean-up services during regularly scheduled shifts on an on-call basis with a one-hour response time. The required completion time shall be within 24 hours from issuance of request. The contractor shall place appropriate caution/warning signs until the spill is cleaned. All areas shall be free of standing water and there shall be no evidence of any film or slippery areas where clean up has been performed. All substances shall be disposed of in accordance with LaRC and environmental regulations.

4.14. **Table and Chair Set-Up and Removal** – The Contractor shall provide the set-up, rearrangement and/or removal of chairs and tables for workshops and special occasions.

4.15. **Additional Custodial Services Requirement for Buildings 1231, 1231B & 1231C – Langley Child Development Center (LCDC)** – In addition to the Basic Custodial Services described elsewhere in this SOW, the Contractor shall also provide additional services as follows:

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4.15.1. Children's routines shall not be disturbed by custodial activities. Daily basic custodial services shall be performed after 6 p.m. when the children are not present.

4.15.2. Hallways, stairways, entrances, and doorways shall not be obstructed by cleaning operations or storage of equipment and materials.

4.15.3. Custodial supplies and equipment shall be properly stored in locked cabinets or closets away from child activity rooms/area.

4.15.4. The Contractor shall perform the following on a daily basis (in accordance with the applicable instructions provided above):

4.15.4.1. Vacuum carpets & rugs.

4.15.4.2. Clean walk-off mats.

4.15.4.3. Mop non-carpeted flooring.

4.15.4.4. Empty trash/waste receptacles, replacing liners/bags.

4.15.4.5. Low glass cleaning.

4.15.4.6. Clean and service restrooms.

4.15.4.7. Scrub/clean drinking fountains and waste containers with disinfectant.

4.15.4.8. Clean showcases, entrance doors, activity space/area door frames and switches, and dispensers for soap, toilet paper and paper towels.

4.15.5. The Contractor shall perform the following services on a weekly basis:

4.15.5.1. Scrub and clean walls, woodwork, and partitions in child activity spaces/areas and bathrooms.

4.15.5.2. Dust ledges, window sills, walls, woodwork, handrails, light fixtures, ducts, interior air conditioning units and vents, interior heating units and vents, and other surfaces where dust may collect.

4.15.5.3. Empty outdoor cigarette ash/butt receptacles.

4.15.6. The Contractor shall perform the following services on a monthly basis:

4.15.6.1. Shampoo and disinfect carpets

4.15.6.2. High glass cleaning

4.15.6.3. High dusting

4.15.7. The Contractor shall perform the following services on a semi-annual basis:

4.15.7.1. Clean window blinds.

4.15.7.2. Strip and re-wax tiled flooring

4.15.8. The Contractor shall spot clean or spot mop as needed.

4.16. **Government Furnished Custodial Supplies/Items** – The contractor is responsible to provide all supplies unless specifically identified as Government Furnished. The Contractor shall notify the COTR when it becomes necessary to replace Government Furnished items which may include but are

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not limited to dispensers (e.g. soap, paper towel and toilet), trash receptacles, feminine hygiene product disposal receptacles, and walk-off mats. The Contractor shall be responsible for the replacement of any worn or broken Government Furnished items.

5. **Indefinite Delivery/Indefinite Quantity (IDIQ) Services (CLIN 2)** - IDIQ work is unscheduled, nonrecurring services and supplies provided on an as needed basis that is within the broad scope of the SOW, but not priced under the Firm-Fixed Price portion of the contract for Basic Custodial Services (CLIN 1). A Task Order will be issued by the Contracting Officer (CO) in accordance with the task ordering procedures in Section H of the contract. IDIQ work may also be ordered by the Government using the Government's Purchase Card Program in accordance with Section G of the contract. The Contractor shall accept orders placed by authorized Government Purchase Card (PCard) users. The Contractor shall provide the additional custodial services on a fixed price basis. The following items represent activities that may be performed under the IDIQ portion of the contract. Although the exact details of the work are not known at this time, potential areas include, but are not limited to:

- Miscellaneous services for H.J.E Conference Center and other conference facilities, special events, supplemental waste removal, portable restrooms, exterior window cleaning, and other miscellaneous supplies and services (e.g. replace and/or supply dispensers, trash cans, walk off mats, ash/butt receptacles).
- Emergency Custodial Services: Any unscheduled work ordered not covered elsewhere under the fixed price portion of the contract that is considered to pose a potential threat to health, safety, or Government property by the Contracting Officer shall be considered Emergency services. After receiving verbal notification from the Contracting Officer or the COTR, the Contractor shall respond to all emergency work within two hours, or sooner, and shall proceed until all work is completed

6. **Miscellaneous Requirements –**

- 6.1. Upon request from the CO or COTR, the Contractor shall immediately make available for review all Inspection Records, Training Records, Certifications, Licenses, Permits, and other documents required to be maintained in accordance with the terms and conditions of the contract.
- 6.2. The Contractor shall notify the COTR immediately by whatever communication method of all safety, health, environmental, and fire hazards and other conditions that may pose a risk to Contractor and Government personnel, equipment, or facilities.
- 6.3. The Contractor shall display the appropriate caution signs when cleaning floors or any other surface that might pose a risk of injury to Government and Contractor personnel.

7. **Contractor Furnished Equipment/Supplies/Vehicles** –Except for those items or services specifically stated to be Government furnished, the Contractor shall provide all services, equipment, and supplies required to perform the contract. The CO and COTR may inspect the Contractor's equipment and vehicles at any time and may direct the removal of any unsafe or unusable equipment or vehicle from the installation. The Contractor shall comply with any such directions within one calendar day. The Contractor's failure to provide adequate equipment or vehicles shall not alleviate the Contractor from performing any requirement contained in this contract. The Contractor shall comply with all applicable Federal, State, and local laws governing the equipment, supplies, and vehicles used in performance of this contract.

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- 7.1.1. **Equipment** – The Contractor shall ensure all equipment used in the performance of this contract is in operable condition and carries a U/L (Underwriters Laboratory) listing. The Contractor shall not use any equipment found to be unsafe and unable to function as designed in performance of this contract. The Contractor may perform cleaning, minor repair and other normal maintenance requirements of equipment used on site.
- 7.1.1.1. **Vacuum Cleaners** – The Contractor shall provide and use vacuums that utilize a three-stage, high efficiency, particulate air filtration system or equivalent. The Contractor shall not use a vacuum cleaner with a noise level above +75 decibels (db).
- 7.1.2. **Restroom Supplies** – The Contractor shall furnish restroom supplies conforming to the requirements specified below:
- 7.1.2.1. Soap, paper towels and toilet paper shall be appropriate for intended use and existing dispensers.
- 7.1.2.2. Rechargeable batteries shall be used for battery operated paper towel dispensers.
NOTE: As non-rechargeable batteries currently used in the automatic paper towel dispensers run out, the Contractor shall replace them with rechargeable batteries. The Contractor shall then recharge batteries as necessary.
- 7.1.2.3. Toilet seat covers shall be paper and flushable.
- 7.1.2.4. Sanitary Napkins.
- 7.1.3. **Vehicles** – The Contractor shall provide and maintain all vehicles necessary to perform the requirements of this contract. Maintenance and repair of Contractor vehicles shall not be accomplished on site. Contractor vehicles shall have the company name prominently displayed on both sides of the vehicle and be maintained to present a neat and professional appearance.
8. **Contractor Personnel** – Contractor personnel shall present a neat appearance and be easily recognizable while on duty in conjunction with this contract. This requirement shall be accomplished through the wearing of distinctive clothing, overcoats, or hats, bearing the company name or logo. The coloring and design of the clothing item selected shall be such that it identifies Contractor personnel easily and quickly.
9. **Environmental Requirements:** The Contractor shall ensure that all onsite activities performed and equipment used to fulfill the requirements of the contract are in compliance with all local, state, and federal environmental laws and regulations; environmental Executive Orders; NASA Policy Directives (NPDs) and Procedural Requirements (NPRs), and LaRC environmental directives (LAPDs) and procedures (LPRs). The NASA and LaRC regulatory authorities include, but are not limited to the following:
- RCRA Section 6002 (Affirmative Procurement Requirements)
 - Section 9002 of the Farm Security and Rural Investment Act of 2002 (FSRIA)
 - Executive Order (EO) 13423, “*Strengthening Federal Environmental, Energy, and Transportation Management*,”
 - EO 13514 “*Federal Leadership in Environmental, Energy, and Economic Performance*,”
 - FAR clause 52.223-17
 - NPR 8570.1, Energy Efficiency and Water Conservation
 - NPR 8530.1A, Affirmative Procurement Program and Plan for Environmentally Preferable Products
 - LAPD 8500.1, LaRC Environmental and Energy Management

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- LPR 8500.1, Environmental Program Manual

9.1. Affirmative Procurement and Biobased Product Purchases: The Contractor shall utilize products and materials made from biobased materials and/or contain recycled content to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the customer. All supplies and materials shall be of a type and quality that conform to applicable Federal specifications and standards. All supplies and materials to be used in the performance work described herein are subject to the approval of the Government.

Potential Biobased Product Purchases		
All purpose cleaner	Degreaser/cleaner	Heavy duty cleaner
Deodorizer	Carpet shampoo	Floor finish
Disinfectant sanitizer	Glass cleaner	Liquid hand soap
Bathroom cleaner	Toilet bowl cleaner	Stain remover
<p>These items shall be purchases with biobased content. Please refer to www.biopreferred.gov for more information.</p>		
Potential Product Purchases Under the Affirmative Procurement Program		
<p>In accordance with FAR clause 52.223-17 the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items (See: http://www.epa.gov/cpg/products.htm) when purchasing items for use under the contract. Specifically:</p> <ul style="list-style-type: none"> • <u>Plastic Trash Bags shall be purchased with a postconsumer content</u> of 10-100% • Commercial/Industrial Sanitary Tissue <u>products must be purchases according to the</u> 		
Item	Postconsumer Fiber (%)	Recovered Fiber (%)
Bathroom Tissue	20 – 60	20-100
Paper Towels	40-60	40-100
Paper Napkins	30-60	30-100
Facial Tissue	10-15	10-100
Gen. Purpose Industrial Wipers	40	40-100
<p><u>following chart:</u></p> <p><i>NOTE: The content levels should be read as X% recovered including U% postconsumer fiber and not as X% recovered fiber plus Y% postconsumer fiber.</i></p>		

9.2 Wastewater Disposal. Any water generated from cleaning activities shall be properly disposed of. The contractor shall dispose of mop wastewater and cleaning wastewater only into the sanitary sewer system

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(sinks, toilets, etc.). The contractor shall not dispose of mop water or other cleaning solutions in outdoor areas or into the storm sewer system.

10. Government Furnished Property, Services and Supplies

10.1. **Contractor Facility** – The Government will provide LaRC building 1197 as a facility for Contractor usage or equivalent facility. This facility has an interior square footage of 3,568 square feet, of which 114 square feet is office space.

10.2. **Janitorial Closets or Storage Areas** – The Government will provide janitorial closets or storage areas for the purpose of storing materials and equipment, excluding flammable materials. The Contractor shall maintain closets and storage areas so as to be odorless, clean and free of clutter and debris. Cleaning supplies and tools shall be stored and organized in such a manner as to allow easy access and movement in closet. The Government is not responsible for Contractor's stored supplies or equipment kept in the buildings, janitor's closets or storage areas or for the Contractor's employees' personal belongings.

10.3. **Computer Usage** – The Government will provide one desktop computer and service (e.g. Office of Desktop Initiative (ODIN) computer system) to manage, integrate, control, and record all work performed under this contract. Computer shall only be used for this contract.

10.4. **Supplies** – The Government shall provide the following items (See SOW 4.16):

- 10.4.1. Walk-off mats.
- 10.4.2. Dispensers for soap, paper towel and toilet paper.
- 10.4.3. Office and restroom trash/waste receptacles.
- 10.4.4. Feminine hygiene product disposal receptacles.
- 10.4.5. Cigarette ash/butt receptacles

11. **Quality Control** - The Contractor shall develop and maintain a quality control program to ensure custodial services are performed in accordance with the terms of the contract. The Contractor shall develop and implement procedures to identify, prevent, and ensure non-performance and continual repeat of defective service do not occur. The Contractor's plan shall address, as a minimum, Procedures and processes to ensure that services and supplies meet contract performance requirements, procedures to control the quality of supplies and services provided, inspection system, subcontractor management, and the areas identified in Section 12 of the SOW, Service Performance Summary.

12. **Service Performance Summary (SPS)** – The contract service requirements are summarized in performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimally acceptable levels of service required for each requirement. The SPS and the Contractor's Quality Control Plan (QCP) provide information on contract requirements, the expected level of Contractor performance and the expected method of Government surveillance and confirmation of services provided. Procedures set forth in the inspection and acceptance clauses of the contract and the Government's Quality Assurance Surveillance Plan (QASP) will be used by the Government to remedy all non-conforming services and supplies.

SERVICE PERFORMANCE SUMMARY:

Performance Objective	SOW Para	Performance Threshold	Remedy	Method of Assessment
SS-1 Basic Custodial Service a. Floor Maintenance Non-Carpeted Floors/ Carpeted Floors b. Stairways/Elevators/ Handicap Lifts c. Walk-off Mats d. Trash Removal e. Drinking Fountains f. Spot Cleaning g. Carpet Shampooing h. Dusting j. Glass Cleaning k. Dusting l. Shop Sink Cleaning m. Emptying of cigarette ash/butt receptacle n. Kitchen Areas	4.	No more than 5 non-conforming items per month	Re-performance Within 2 hours of notification	Periodic Inspection, Random Surveillance, Customer Feedback
SS-2 Restrooms/Locker Rooms Cleaning Services a. Clean and Disinfect b. Floors c. Showers d. Mirrors e. Supplies f. Trash Removal	4.12	No more than 5 non-conforming items per month	Re-performance Within 2 hours of notification	Periodic Inspection, Random Surveillance, Customer Feedback
SS-3 IDIQ As requested	5.			100% Inspection of Completed Items, Periodic Inspection, Random Surveillance, Customer Feedback
SS-4 Quality Control Inspection procedures are followed and documented in accordance with Contractor's Quality Control Plan (incorporated into contract after award).	11.	0 non-conforming items per inspection	Re-performance within 24 hours of notification	Periodic Inspection, Random Surveillance, Customer Feedback
SS-5 Documentation & Reporting: In accordance with contract requirements	Contract Sec. J, Exh. B	0 non-conforming items per report	Corrected report(s) submitted within 1 calendar day of notice	100% Inspection

Appendix A – Cleaning Levels and Frequency

LEVEL 1	
Service	Frequency
Vacuum Carpets and Rugs	Every other week
Shampoo Carpets, Strip and Re-Wax Tiled Flooring (unless otherwise instructed, Contractor shall perform these services between the hours of 4:00 PM and 12:00 AM)	Annually
non carpeted floor cleaning - mopping or appropriate action	Every other week
Spot Cleaning/Mopping	as needed
Trash Removal, replacing liners/bags as necessary	2 x wk, Tuesday & Friday
Boxed paper Pick-up	1 x wk - Wednesday
High Glass Cleaning	Monthly
Low Glass Cleaning	1 x wk
Low Dusting Conference Rooms & Low Dusting Common areas	1 x wk
Outdoor Ash/Butt Receptacle Emptying	Every other week
Clean Other Sinks	1 x wk
Clean Walk Off Mats	1 x wk
Clean/Service Restrooms	3 x wk - Monday, Wednesday & Friday
Clean Water Fountains	2 x wk
Clean Kitchen Areas	2 x wk
New Town Building 1	Note: Services to begin with addition of New Town phase 1

LEVEL 2	
Service	Frequency
Vacuum Carpets and Rugs	Weekly
Shampoo Carpets, Strip and Re-Wax Tiled Flooring (unless otherwise instructed, Contractor shall perform these services between the hours of 4:00 PM and 12:00 AM)	Semi-annually
non carpeted floor cleaning - mopping or appropriate action	1 x week
Spot Cleaning/Mopping	As needed
Trash Removal, replacing liners/bags as necessary	Daily
Boxed paper Pick-up	1 x week - Wednesday

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High Glass Cleaning	Monthly
Low Glass Cleaning	Daily
Low Dusting Conference Rooms & Low Dusting General	1 x wk
Outdoor Ash/Butt Receptacle Emptying	1 x wk
Clean Other Sinks	1 x wk
Clean Walk Off Mats	1 x wk
Clean/Service Restrooms	Daily
Clean Water Fountains	3 x wk
Clean Kitchen Areas	3 x wk

LEVEL 3

Service	Frequency
Vacuum Carpets and Rugs	Daily
Shampoo & Disinfect Carpets (unless otherwise instructed, Contractor shall perform this service between the hours of 4:00 PM and 12:00 AM)	Monthly
Strip and re-wax Tiled flooring (unless otherwise instructed, Contractor shall perform this service between the hours of 4:00 PM and 12:00 AM)	Semi -annually
non carpeted floor cleaning - mopping or appropriate action	Daily
Spot Cleaning/Mopping	As needed
Trash Removal, replacing liners/bags as necessary	Daily
Boxed paper Pick-up	1 x wk - Wednesday
Low Glass Cleaning	Daily
High Glass Cleaning	Monthly
Low Dusting Conference Rooms & Low Dusting General	1 x wk
High Dusting	Monthly
Outdoor Ash/Butt Receptacle Emptying	1 x wk
Clean Other Sinks	1 x wk
Clean Walk Off Mats	1 x wk
Service Restrooms & Sinks in Medical Center Exam rooms	Daily
Clean Water Fountains	Daily
Clean Kitchen Areas (not to include cafeteria kitchen)	Daily

Appendix B-Building, Estimated Square Footage (SF) and Cleaning Level

BLDG NUM	Area Carpet	Area Tile	Area Concrete	Area Other	Total SF	No. of Rest- rooms	Comments
Cleaning Level I							
644	662	513	860	525	2,560	0	
645	0	0	0	894	894	0	4th floor control room only
645A	2,081	0	717	1,084	3,882	2	
646	0	0	1,067	1,585	2,652	2	
647	5,823	0	15,670	11,254	32,747	7	
648	5,518	4,163	7,067	5,369	22,117	7	
1101	87	0	24	0	111	1	
1130T2	0	2,386	204	492	3,082	2	
1130T4	0	1,143	73	0	1,216	2	
1130T5	0	0	0	1,298	1,298	1	
1145	0	1,302	1,860	892	4,054	2	
1146	11,861	1,824	11,850	5,787	31,322	5	
1148	4,610	103	31,549	17,401	53,663	4	
1151	3,031	137	0	1,133	4,301	2	
1152	14,761	1,092	994	5,786	22,633	7	
1153	3,244	695	0	2,344	6,283	4	
1169	0	2,183	223	830	3,236	2	
1177	0	2,066	208	48	2,322	1	
1181	0	0	2,913	171	3,084	1	
1187	0	0	9,220	215	9,435	1	
1188	0	0	8,325	428	8,753	2	
1189	4,818	0	4,036	192	9,046	2	
1190	8,269	0	599	340	9,208	2	
1191	2,532	0	228	700	3,460	2	
1192	8,526	0	878	1,314	10,718	3	
1192C	7,768	75	508	5,478	13,829	2	
1192D	3,856	0	0	1,128	4,984	0	
1192E	8,032	578	76	728	9,414	2	No service rooms 122 or 120A
1194	11,593	9,123	7,349	9,325	37,390	6	
1194A	3,163	0	309	947	4,419	2	
1195	4,102	0	0	11,496	15,598	3	
1195A	12,605	0	461	3,268	16,334	2	

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1195B	7,026	278	375	1,769	9,448	2	
1195C	4,359	4,228	369	1,587	10,543	2	
1197	114	0	2,070	0	2,184	2	
1198	0	0	2,869	0	2,869	1	
1199	0	4,660	6,690	2,344	13,694	2	
1200	5,178	2,905	12,328	3,884	24,295	5	
1201	1,670	188	1,323	1,359	4,540	4	
1202	11,546	13,699	25,404	18,551	69,200	6	
1202A	11,064	0	632	2,280	13,976	2	Vacuum Weekly
1205	11,405	3,177	29,246	9,043	52,871	9	
1206	3,797	595	7,408	228	12,028	4	
1208	8,265	3,180	8,794	5,590	25,829	5	
1208A	2,965	0	167	1,212	4,344	3	
1209	17,050	27,855	1,762	12,953	59,620	5	
1211	0	0	0	1,261	1,261	0	Sweep out every other week
1212 - 1st floor	10677	0	3520	3432	17,629	2	No service rms 139, 140A, 142, 142A, 142B & 144
1212C	1,267	1,953	3,850	2,131	9,201	7	No service rms 101, 101A, 104, 108, 109, 109A, 112, 201S & 210
1213 - Office Area	1,491	0	5,101	2,362	8,954	4	Office Area - Rooms 010, 102, 103 & 109 and rooms not listed as Cafeteria/Exchange
1214	1,582	0	2,891	101	4,574	1	
1215	747	362	2,174	318	3,601	2	No service rooms 106, 106C, 110 & 110A.
1216	5,986	16	450	12,142	18,594	8	
1220	6,402	24,878	7,403	8,684	47,367	8	
1221	3,997	0	333	2,400	6,730	2	
1221A	0	0	6,339	526	6,865	2	

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1221B	5,820	1,316	15,799	5,262	28,197	6	No service rooms 116U or 118
1221C	1,041	300	9,497	2,208	13,046	1	
1221D	0	0	2,674	316	2,990	0	
1222	9,947	543	2,046	550	13,086	7	
1225	2,267	4,143	26,853	2,245	35,508	4	
1228	1,098	0	259	38	1,395	2	
1229	11,417	12,741	1,713	8,267	34,138	5	
1230	13,287	9,428	13,769	14,074	50,558	5	No service for area under construction
1230A	0	0	967	0	967	0	
1230B	2,154	288	7,967	2,928	13,337	4	
1232	11,643	5,219	1,110	5,749	23,721	8	No services rm 120H
1232A	6,736	0	30,095	4,935	41,766	5	
1233	0	0	1,609	56	1,665	1	
1234	0	0	2,846	0	2,846	1	
1235	0	0	377	25	402	1	Service rms 100, 104 & 201 only.
1236	5,505	7,605	30,353	6,096	49,559	7	
1237A	0	4,082	3,379	1,141	8,602	1	
1237B	0	3,826	0	0	3,826	2	
1237C		1,972			1,972	0	
1238	965	5,903	130	2,815	9,813	4	
1238A	200	4,067	220	1,843	6,330	1	
1238B	1,538	23,787	1,597	1,276	28,198	2	
1240	0	514	0	14	528	0	
1241	0	0	66	0	66	1	Entry area & restroom only
1242	502	1,867	3,749	584	6,702	4	No services room 105
1244	27,561	1,124	110,312	14,094	153,091	9	No service rooms 122C, 130, 142
1244C	6,605	0	482	2,071	9,158	0	
1244D	0	0	16,628	710	17,338	1	
1245	0	0	513	47	560	1	
1247A	6,277	2,716	680	5,125	14,798	6	
1247B	3,366	0	5,968	7,898	17,232	2	
1247D	327	1,807	26,107	3,608	31,849	3	
1247E	178	416	0	415	1,009	1	

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1247H	325	0	4,898	628	5,851	1	
1247T1	0	0	0	581	581	1	
1248	1,844	0	3,554	2,325	7,723	3	
1250	14,175	3,185	19,520	26,258	63,138	10	
1250A	2,046	1,422	296	2,645	6,409	2	
1251	6,981	2,834	13,814	16,828	40,457	5	No Service rooms 160 & 161
1251A	3,790	3,398	10,029	7,194	24,411	6	
1256	0	811	1,430	502	2,743	2	
1256A	290	0	899	265	1,454	0	
1256B	0	0	0	0	0	0	Pull trash from by inside of front and back doors of rm 101. No other services needed.
1256C	0	0	0	4,709	4,709	0	
1258	494	0	92	0	586	1	
1262	0	2,628	9,851	597	13,076	2	
1265	165	4,682	7,791	2,067	14,705	3	
1267	5,722	930	992	3,592	11,236	3	No services needed for rooms 127 & 129
1267A	1,706	195	10,675	664	13,240	2	
1268	18,100	7,458	1,919	6,442	33,919	8	
1268A	15,443	17,849	12,626	13,324	59,242	6	
1268B	4,676	14,332	705	3,941	23,654	2	
1268C	17,062	24	1,041	10,193	28,320	4	
1268D	3,608	0	4,404	1,355	9,367	2	
1275	279	810	3,674	3,683	8,446	2	
1284B	0	0	1,386	0	1,386	1	
1286	382	0	949	7	1,338	2	
1289	171	0	57	39	267	1	
1292	138	100	3,422	0	3,660	2	
1293A	5,249	0	9,862	3,294	18,405	6	
1293B	5,801	686	8,705	2,205	17,397	3	
1293C	481	649	10,090	7,850	19,070	4	
1295	139	0	1,414	628	2,181	1	
1296	0	3,238	690	120	4,048	2	
1297	2,111	1,053	3,433	503	7,100	4	
1297C	0	0	2,351	0	2,351	0	

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1297E	0	0	1,684	0	1,684	0	
1298	10,244	642	1,169	3,940	15,995	3	
1299	7,417	4,782	13,322	7,669	33,190	4	
1299F	0	0	297	1,182	1,479	2	Service rooms 104, 105, hall H1A & stairs only
New Town Bldg 1	51,893	1,457	887	12,010	66,247	7	See Appendix C for Additional Cleaning Requirements
TOTAL SF Level 1	542,696	282,186	724,459	428,297	1,977,638	371	
Cleaning Level 2							
1212 - 2nd Floor	4245	2745	1336	2876	11,202	2	
1213 - Cafeter ia & Exchan ge Shop	4936	0	2925	4752	12,613	0	Rooms: 127, 128, 129, 129A, 131, 150 & 151
1219	13,268	6,918	752	6,510	27,448	5	
1222B	3,680	21	12,361	767	16,829	3	Gymnasium floor shall be swept daily. All sweeping and mopping of the gymnasium floor shall be performed between 7:15am and 11:00am. Shampoo/disi nfect carpets quarterly.
1308	2,258	307	0	0	2,565	3	
Total SF Level 2	28,387	9,991	17,374	14,905	70,657	13	

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Cleaning Level 3							
1149	2,005	298	593	1,209	4,105	5	Shampoo/ disinfect carpets quarterly
1256 B	0	0	3,550	1,887	5,437	0	No service this building. Pull trash from receptacles by inside of front and back doors of rm 101.
Total SF Level 3	2,005	298	4,143	3,096	9,542	5	
1231	3,272	458	449	610	4,789	10	Section 4.15
1231 B	1,331	0	114	0	1,445	1	Section 4.15
1231 C	0	0	0	9,183	9,183	2	Section 4.15
Total SF LCDC	4,603	458	563	9,793	15,417	13	

	Area Carpet	Area Tile	Area Concrete	area other	Total SF	# rest- rooms
Total SF	577,691	292,933	746,539	456,091	2,073,254	402

**APPENDIX C–
NEW TOWN BUILDING/PHASE 1
CUSTODIAL REQUIREMENTS**

The LaRC New Town Phase 1 “green” Building is currently under construction. The Contractor shall use the following approximate specifications, Leadership in Energy and Environmental Design (LEED) requirements, and additional levels of cleaning to price its bid. The anticipated date of required “Cleaning Level 1” Basic Custodial Services for New Town Phase 1 is **June 1, 2011**. The Contracting Officer will notify the Contractor of changes to the requirements, specifications, and completion date. The Contractor shall comply with the facility specific requirements as detailed below. These requirements are in addition to those stated elsewhere in the SOW.

1. New Town Phase 1 Building Requirements/Specifications/Details:

1.1. New Town Delivery Schedule

The following schedule shall be used by the contractor for pricing/bidding the basic custodial services for New Town Building 1 (CLIN 0001):

Phase 1:

- Building Substantially Complete by March 11, 2011
- Move-in Period: March 12 to May 14, 2011
- Building Occupied by May 14, 2011
- Basic Custodial Services (CLIN 1) Begins: **June 1, 2011**

The following schedule is provided for information purposes only and shall not be included in the contractor’s proposed price/bid:

Phase 2:

- Demolition of Buildings 1149, 1151, 1152, 1153 by April 2011
- Building Final Design/Construction: July 2013
- Move-in Period: July to Sept 2013
- Building Occupied September 2013

Phase 3: Anticipated FY13 or FY14 Projects

- Demolition of 1192 Complex and 1213: Dec 2013
- Building Construction: April 2014 to April 2016
- Move-in Period: April 2016 to July 2016
- Building Occupied: July 2016

1.2. Anticipated number of occupants = 260

1.3. Anticipated New Town Phase 1 Building Requirements/Specifications:

55 offices
184 workstations
10 teaming rooms

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13 conference rooms
 4 pantries (4 total sinks/lavatories)
 3 Janitor Closets (3 total sinks/lavatories)
 3 elevators
 1 library
 Square Footage:

1 roof-top terrace – 2324 SF
 8924 SF interior glass, 1st floor
 7264 SF interior glass, 2nd floor
 7022 SF interior glass, 3rd floor

Restrooms:

	rest rooms	# toilets	# urinals	# sinks	# showers	Restroom SF; Locker/shower SF
1 st floor	1	4	2	3	1	276 ; 72
	1	6	0	3	1	276 ; 72
---	---	---	---	---	---	
2 nd floor	1	2	2	3	0	204
	1	4	0	3	0	204
---	---	---	---	---	---	
3 rd floor	1	1	0	1	0	204
	1	2	2	3	0	204
	1	4	0	3	0	50
=====	=====	=====	=====	=====	=====	
Total	7	23	6	19	2	1,562

1.4. Windows:

Entryway doors and glass – 800 SF
 1st floor window elevation – 6082 SF, 16 FT above grade
 2nd floor window elevation – 8419 SF, 31 FT above grade
 3rd floor window elevation – 7546 SF, 45 FT above grade
 Executive Conference room – 250 SF, 14 FT above roof

The SF referenced in Para 1.4 above includes:

- Lobby atrium window that extends 3 stories up from the first floor to the skylights.
- South elevation, 2nd floor lobby atrium window extends 25 feet upwards from the second floor level to the ceiling of the third floor. The width of the window is 52 feet.

1.5. Floor type: Total Area = 66,247 SF

Carpet – 51,893 SF
 Terrazzo – 4,332 SF
 Floorazzo – 3,204 SF
 Rubber floor – 1,797 SF

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Concrete – 887 SF

Ceramic Tile – 1,457 SF

Walk-off grilles – 283 SF (at entrances)

Formica – 2,394 SF (on raised floor in the IT and mechanical rooms)

2. New Town Building LEED Requirements:

(See definition of LEED at Wikipedia website):

http://en.wikipedia.org/wiki/Leadership_in_Energy_and_Environmental_Design

2.1. Custodial Services shall comply with the most recent edition of Green Seal GS-37 -

http://www.greenseal.org/certification/standards/GS-37_Industrial_Cleaner_Standard.pdf

2.2. Cleaning products used in the office shall comply with:

Green Seal 08 -

http://www.greenseal.org/certification/standards/household_cleaners_general_bathroom_glass_carpet_GS_08.pdf

Green Seal 40 - <http://www.greenseal.org/certification/standards/gs-40.pdf>

and/or be listed in the certified product list from Green Seal -

<http://www.greenseal.org/findaproduct/i&icleaners.cfm>

2.3. Use of concentrated cleaning products, microfiber dusting cloths, and flat mops is required.

2.4. Vacuum cleaner(s) shall have a CRI Green label certification

<http://www.carpet-rug.org/commercial-customers/cleaning-and-maintenance/seal-of-approval-products/vacuums.cfm>

(End of Appendix C)

APPENDIX D – Trash Collection Sites

Gate 5		1230	
648		1231	LCDC dumpster
1130 T		1231 B	
1145		1231 C	
1146		1232	
1169		1236	
1177		1238	
1188		1242	
1189		1244	
1195 D		1247 A	
1197		1247 D	
1199		1247 E	
1200		1248	
1201		1250	
1202		1251	
1205		1256	
1206		1256 C	Bay 1 door
1208		1262	
1209		1265	
1212		1267	
1213		1275	
1215		1286	
1216		1289	
1220		1293	
1221		1297	
1222	dumpster	1298	
1225		1299	
1229			

APPENDIX E – DEFINITIONS

Accessible Interior glass: Includes walls or partitions constructed of glass where access is not blocked by furniture or other moveable items.

Biobased Products: Products that are designated for preferred procurement under USDAs BioPreferred program must meet the required minimum biobased content as stated in the USDA Final Rule available at www.biopreferred.gov. In addition to the biobased products designated by the U.S. Department of Agriculture in the BioPreferred Program, the Contractor is encouraged to use other biobased products. USDA catalog of preferred procurement status products can be found at:

<http://www.catalog.biopreferred.gov/bioPreferredCatalog/faces/jsp/catalogLanding.jsp>

Commercially Accepted: A methodology or technique that is commonly used by members of the trade.

Common areas: Includes, but is not limited to hallways, walkways, kitchens, conference rooms, executive meeting rooms, restrooms and locker rooms.

Dusting:

Low Dusting-- Up to a height of 7 feet (82 inches) above floor surface or landing. Low dusting shall include, but is not limited to, chairs, desks, tables, chair molding, ledges, partitions, internal dividers, vents, stair railings, equipment housing and windowsills where not blocked by furniture other than office chairs.

High Dusting - At or above 7 feet (84 inches) to 10 feet (120 inches) above floor surface or landing. High dusting shall include, but is not limited to, ceiling fans, vents, grills and ledges.

Glass Cleaning:

Low Glass Cleaning –glass up to a height of 84 inches (7ft) above floor or grade.

High Glass Cleaning -- glass above a height of 84 inches (7ft) above floor or grade, not to exceed 144 inches (12 ft).

Green Seal: Non-profit organization devoted to environmental standard setting, product certification, public education whose mission is to work towards environmental sustainability by identifying and promoting environmentally responsible products, purchasing, and production. Sets environmental standards and awards a "Green Seal of Approval" to products that cause less harm to the environment than other similar products.

Green Seal Products: Green Seal works with manufacturers, industry sectors, purchasing groups, and governments at all levels to "green" the production and purchasing chain utilizing a life-cycle approach, which evaluates a product or service beginning with material extraction, continuing with manufacturing and use, and ending with recycling and disposal. Products only become Green Seal certified after rigorous testing and evaluation, including on-site plant visits.

HEPA: High Efficiency Particulate Air (HEPA)

Kitchen Areas: Areas used for storage and preparation of food by LaRC Civil Servant and Contract work force.

Leadership in Energy and Environmental Design (LEED): An internationally recognized green building certification system, providing third-party verification that a building or community was designed and built

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using strategies aimed at improving performance across all the metrics that matter most: energy savings, water efficiency, CO2 emissions reduction, improved indoor environmental quality, and stewardship of resources and sensitivity to their impacts.

Non-Fixed/Moveable Items: Any furnishing or item weighing less than 50 pounds.

Non-Carpeted and Hard Floors. Includes but is not limited to vinyl, tile, wood, concrete, rubber

Phase-In Period: The period during which the Service Provider performs the steps necessary to assume full responsibility for SOW requirements (e.g., staffing, conducting inventories, receiving indoctrination and training, etc.).

Other Sinks: Sinks in buildings other than those found in kitchen areas, restrooms or janitorial closets, to include Shop Sinks.

(End of Appendix E)

(End of Statement of Work)